

DOCUMENT RESUME

ED 448 802

JC 010 072

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TITLE A.C.T. Student Opinion Survey, Spring 1998: Summary Report of Verbatim Comments.  
INSTITUTION Rogue Community Coll., Grants Pass, OR.  
PUB DATE 1998-06-10  
NOTE 35p.  
PUB TYPE Reports - Research (143)  
EDRS PRICE MF01/PC02 Plus Postage.  
DESCRIPTORS College Students; Community Colleges; \*Program Effectiveness; Self Evaluation (Groups); \*Student Attitudes; Student Surveys; Two Year Colleges

ABSTRACT

This report shows the results of 1998 student opinion survey at Rogue Community College (RCC) (Oregon). Results of the survey provide broad insight into strengths and weaknesses of the college's programs, services, and image. As part of the additional questions that RCC incorporated into the survey, students were given the opportunity to offer written comments on any topic they wished. This report summarizes what the 141 students who offered comments communicated and provides all verbatim comments. This year, the ACT Student Opinion Survey was conducted among students at the Grants Pass campus and Riverside Center. Grants Pass students most often remarked on classes and programs (27%) followed by faculty/staff and general comments (each 14%). In terms of classes and programs, students most often voice a desire for more variety/class times (23%), and more evening and summer classes (10% each). Not surprisingly, the parking situation was mentioned most often by Riverside Center students (27%). The vast majority of remarks on parking are negative (96%). Nearly four out of five (78%) of the remarks regarding faculty/staff are positive. All remarks on food service indicate a need for improved/expanded facilities. Many other comments relate to a desire for child and health care, and a possible need for better traffic control. (Contains Sample Summaries and Addendum Questionnaire.) (JA)



**A.C.T. STUDENT OPINION SURVEY  
ROGUE COMMUNITY COLLEGE  
GRANTS PASS CAMPUS AND RIVERSIDE CENTER  
SPRING 1998**

**SUMMARY REPORT OF VERBATIM COMMENTS**

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Prepared by Nancy Wild  
for  
Rogue Community College  
Institutional Effectiveness Task Force  
June 10, 1998

## **OVERVIEW**

Every other year, RCC conducts a standardized survey of student opinions on a variety of subjects. Results of the survey provide broad insight into the strengths and weaknesses of the college's programs, services, and image. Results are also compared with other community colleges in Oregon and community colleges nationwide. As part of the addendum questions that RCC incorporated into the survey, students were given the opportunity to offer written comments on any topic they wished. This report summarizes what students communicated and provides all verbatim comments.

## **METHODOLOGY**

This year the ACT Student Opinion Survey was conducted among students at the Grants Pass campus and Riverside Center from May 6 through May 19, 1998. Questionnaires were distributed and completed during class time using a representative cross-section of classes. A rainbow-colored RCC pencil was given as a token incentive to each participating student. Six members of IETF administered the survey in the various classes.

As a reflection of the approximate proportions of total college enrollment at the two sites, 62% (248) of the questionnaires were completed at the Grants Pass campus, while 38% (151) of the questionnaires come from Riverside Center, for a total of 399 survey documents. The target sample for each class was based on the proportion of its enrollment in relation to total enrollment for all classes surveyed. A sample summary is attached to this report.

Seventy-eight (31%) of the Grants Pass respondents and sixty-three (42%) of the respondents from Riverside Center offered written comments. Details of these remarks are presented in the text and tables that follow.

## **EXECUTIVE SUMMARY**

### **Grants Pass Campus**

Grants Pass students most often remarked on classes and programs (27%), followed by faculty/staff and general comments (each 14%). The table on the following page details other topics mentioned.

In terms of classes and programs, students most often voice a desire for more variety/class times (23%), and more evening and summer classes (10% each). More than half (56%) of the faculty/staff comments are favorable, and more than eight out of ten (81%) of the general comments are positive. All but one of the eight comments relating to computer labs express a desire for more open lab availability. Most remarks about the bookstore relate to too-high textbook prices, and all comments on food service, registration, and financial aid at the Grants Pass campus are unfavorable. Remarks on smoking usually indicate a distaste for smoking outside of building doorways. Other comments cover a wide range of issues.

(While these remarks provide valuable qualitative information, it should be kept in mind that the number of responses in any one topic area is too low to accurately indicate a need for change. Data from the main part of the ACT survey should provide more reliable information based on adequate sample sizes.)

## 1998 ACT Student Opinion Survey

### ACT Survey Comment Topics Grants Pass Campus

*78 respondents (31% of total sample)*

*111 comments*

Classes/Programs.....	27%
More variety/more times.....	23%
More evening classes.....	10
More summer classes .....	10
Faculty/Staff .....	14
Positive .....	56
Negative.....	44
General .....	14
Positive .....	81
Computer Labs .....	7
Bookstore .....	6
Facility .....	5
Food Service.....	5
Negative.....	100
Library/Learning Center .....	5
Registration .....	5
Parking.....	4
Smoking .....	4
Counseling .....	2
Diversity .....	1
Financial Aid .....	1

Note: Percentage totals do not equal 100% because of multiple answers/rounding.  
Caution: Extremely small sample sizes.

## **EXECUTIVE SUMMARY**

### **Riverside Center**

Not surprisingly, the parking situation was mentioned most often by Riverside Center students (27%). Fifteen percent (15%) of the comments were general in nature, and 14% of the remarks center on classes and programs. The table on the following page provides detail on other topic areas.

Although the vast majority of remarks on parking are negative (96%), one student thinks "the parking problem is getting a little better." Nearly all (93%) of the general comments are favorable. In terms of classes and programs, students most often voice a desire for more variety/class times (50%). Nearly four out of five (78%) of the remarks regarding faculty/staff are positive. Comments regarding financial aid at Riverside Center are favorable. All remarks on food service indicate a need for improved/expanded facilities. Many other comments relate to a desire for child and health care, and a possible need for better traffic control. Other remarks cover a wide range of issues.

(While these remarks provide valuable qualitative information, it should be kept in mind that the number of responses in any one topic area is too low to accurately indicate a need for change. Data from the main part of the ACT survey should provide more reliable information based on adequate sample sizes.)

## 1998 ACT Student Opinion Survey

### ACT Survey Comment Topics Riverside Center

*63 respondents (42% of total sample)  
99 comments*

Parking.....	27%
Negative.....	96%
General .....	15
Positive .....	93
Classes/Programs.....	14
More variety/more times.....	50
Facility .....	9
Faculty/Staff .....	9
Positive .....	78
Negative.....	11
Child/Health Care.....	6
Food Service.....	5
Library/Learning Center.....	4
Financial Aid .....	3
Registration .....	3
Computer Labs .....	2
Counseling .....	1
Smoking .....	1

Note: Percentage totals do not equal 100% because of multiple answers/rounding.  
Caution: Extremely small sample sizes.

**Verbatim Comments  
Grants Pass Campus**



**1998 ACT Student Opinion Survey – Grants Pass Campus  
Verbatim Comments**

***General***

RCC is great!

I started at this school as a second choice – trial run situation. Now I leave for a four-year institution in the fall with much sadness. This school is a 10! Faculty, atmosphere, quality. Definitely feel well prepared!

I will be graduating next month. I have enjoyed my stay at RCC. Thank you.

I would recommend RCC to any student wishing education for personal improvement or advancement to a university.

Academically I am very satisfied with the college.

Very friendly campus; age makes no difference.

Great campus and faculty.

A pleasant environment for learning. I enjoy my classes here.

Everyone I have met here has been friendly, and they seem to really care about you and your needs.

Overall, the campus experience has been rewarding and money-saving.

My experience thus far has been great!

This is my first term back in school after almost 30 years, and the teachers, advisors, and staff have been wonderful. All are very supportive.

I like that Rogue is so involved in helping the community obtain a better way of living. There are a lot of single mothers and dislocated workers here who need a place like this to advance themselves socially [economically].

In [ACT] Section IV, questions 23-26, I had no idea about. I have no knowledge of them nor would I even know where to find it [rules governing student conduct, student voice in college policies, academic probation and suspension policies, purposes for which student activity fees are used].

Is there a student advocate? If so, who is it? Where can students direct their concerns?

**1998 ACT Student Opinion Survey – Grants Pass Campus  
Verbatim Comments**

***General (continued)***

I resent the wasting of my time which I have paid for by this [survey]. Ethnic and gender issues don't concern me, therefore I don't care.

***Bookstore***

The books are too expensive.

The book prices are outrageous! Students that are paying out of pocket are paying way too much!

Lower prices in the bookstore.

Prices are too high in the bookstore.

Lower prices in the bookstore.

I am disappointed in the bookstore because of the limited buy back of books.

The workers at the bookstore are rude, especially the older woman with short, reddish-brown hair!

***Classes/Programs***

Classroom sizes were great.

Some classes have been exciting and challenging; others have been simply required, therefore a waste of money and time.

Need more preparation from class to class, like WR115 to 121, WR121 to 122, etc.

A wider variety of courses offered.

The availability of evening courses varies widely. It can be very difficult for someone who works during the day to get the classes needed for a degree.

Need more night classes for working people.

**1998 ACT Student Opinion Survey – Grants Pass Campus  
Verbatim Comments**

***Classes/Programs (continued)***

I would like to see more classes offered at night. More of a variety.

More summer classes.

It would be nice if more classes were offered in the summer! I have to wait until Winter to take the final class to get my degree, and I really don't want to wait.

It would be nice to have more options in the summer!

The limited times offered for some classes is a scheduling problem.

It is difficult for me to get a class schedule that is easy to work with. Many of the courses that I need to take are not offered on the Mon/Wed schedule. Those are the only two days that I can attend!

This term the classes I needed were only offered at one time during the week. The same class should be offered at least two times per term on each campus, especially computer classes.

I would really like to see the self-defense class back. I was in it once before, and it was canceled from lack of students. Numbers should not be important in a class like that because of its importance to myself and others.

Rogue needs to develop an athletic program. More students from Southern Oregon would attend if athletics were offered.

The Physical Therapy Assistant program needs to begin.

I hope to see RCC connected to SOU – in other words, a student could take classes at both schools. I also hope to see the PTA [Physical Therapy Assistant] program installed.

It would be nice if we had a Dental Hygiene program. We have Nursing, Massage Therapy, and computer technology and auto – but no dental program.

I would like to see more music programs.

I wish there was a Photo class to go with Journalism.

**1998 ACT Student Opinion Survey – Grants Pass Campus**  
**Verbatim Comments**

***Classes/Programs (continued)***

I wish the Networking & Graphics program would have been available while I was attending instead of being instituted the fall after I leave.

Better curriculum on using hand-held calculators. Special purchasing options (lower prices) and one-credit class on how to use calculators (WalMart has better prices).

The computer science courses should always take place in a lab with computers, not just in some building in Coates Hall. It would be nice to see some direct application work/career-oriented projects in programming. [*Telephone followup:* The projects are too general. I think they would be better and more helpful if they were more specifically project-oriented.]

RCC needs to offer more degree programs.

I'd love to see this college grow and offer more classes, including more upper-division classes.

Attendance policies need to be changed. I have a good GPA, but this term it will suffer due to attendance policies. There are times when I cannot make it to class.

Some classes, such as Human Sexuality, should not be mandatory.

I'm not fond of the group learning. I've had some bad experiences.

I think the Nursing program is very unfair. First, you can only apply once a year. Second, there are so few accepted. It's very discouraging.

Do not cut back CWE hours for medical transcription/medical office – as a supervisor who oversees the CWEs, the 198 hours are necessary to full training for the job force! I would hire fewer students without this training.

**1998 ACT Student Opinion Survey – Grants Pass Campus  
Verbatim Comments**

***Computer Labs***

I'd really like to thank the computer lab assistants and writing lab assistants.

Would like to see more funding made available for computer labs that are open and not used for class or lectures.

One thing I would like to add is that it would be more convenient if we had more labs open for longer during the week.

It would be nice if more open computer labs were available during the week.

We need more computer labs and times.

It would be helpful if there were more computers open during the day.

There should be more open computer labs.

Why was so much work done on Coates Hall when a new always open lab never happened?

***Counseling***

Counselors need to be more in tune with classes required for transfer. When I transfer to SOU, I will have to take an entire series of classes that I could have taken here!

Advising has been nearly nonexistent for me. I have found it necessary to contact SOU for information that should have been available from my advisor here.

***Diversity***

Ethnic/racial group is confusing for Hispanics. We consider ourselves as Latinos, but United States considers us as Hispanics. Latinos are those who were born from Mexico all the way down to South America.

**1998 ACT Student Opinion Survey – Grants Pass Campus  
Verbatim Comments**

***Facility***

Grounds and landscaping are beautiful.

Question #27 – Personal security/safety at this college – need better lighting for parking areas at night at Grants Pass campus.

Many students, including me, would love a running track with appropriate covering for running (asphalt type with padding). Many students would appreciate this. Please consider!

I would like to see the equipment and computers upgraded.

More computers.

***Faculty/Staff***

The faculty and instructors strive to meet student needs inside and out of the classroom at RCC. They are constantly trying to make Rogue a better place for students to get their education.

I've found that the instructors here are generally excellent.

All of the instructors have been very professional, pleasant and inspirational.

Being that I am working with a disability, the instructors have always understood and made provision to accommodate my needs. I have no complaints – and Terry Johnson is an exceptional individual – a very understanding instructor. Works with us.

I think Mike Strickler should get to have a second-year geology course.

The Automotive department is doing a great job. They make me feel right at home. Very knowledgeable. Keep up the good work.

**1998 ACT Student Opinion Survey – Grants Pass Campus**  
**Verbatim Comments**

***Faculty/Staff (continued)***

The instructors in my major (Automotive) are the best instructors in the world. [Telephone followup: Chris Simper goes out of his way to help you understand. He will stay on his own time, and not tell you "it's in the book" or come see him later. During lecture, he makes sure everyone understands – he'll explain it again or demonstrate until everyone understands. He's thorough about his job and knowledgeable in all his areas. He's one of the best instructors I've ever been around.]

I enjoy the learning environment, and the instructors seem caring. I really enjoy Mr. W. Peterson and Math 60 with Mr. Robertson.

All teachers should take the time to answer questions in class and not keep referring students to the Learning Center. Some students don't have time to be at the Learning Center.

The new first-year Spanish teachers in 1997-1998 were a disappointment. My instructor for Math 243 was a terrible teacher. He didn't know how to use or explain Excel. I felt as though I learned nothing in that class.

My first term was Winter 98. My Psychology instructor's grading was unfair. He is a very degrading individual, and he is only a job counselor, not a psych instructor. I feel I was "robbed" of my education for that subject and actually lost money because I had to withdraw.

I do not appreciate the attitude the teachers take in trying to be politically correct in response to sexual orientation. I don't like the way the issue is forced down my neck (i.e., it seems to me every paper, book, class talks about it more than anything else).

There are instructors here who should not be teaching – you know who they are! The size of their classes should make it pretty obvious. Some of us are stuck anyway!

I feel the teachers forget what it was like to work and go to school, and are just here to get a paycheck.

**1998 ACT Student Opinion Survey – Grants Pass Campus**  
**Verbatim Comments**

***Faculty/Staff (continued)***

Have friendly and reliable security officers here...

I was insulted by a staff member in the Josephine Building (not a student), which really bothered me. Without students, she wouldn't have a job! I got the feeling she thought I was uneducated welfare trash. Another student in one of my classes indicated she had been treated similarly when we discussed having to go to the Josephine Building.

***Financial Aid***

More help needed for Financial Aid office.

(Also see Financial Aid verbatims from Riverside Center students.)

***Food Service***

I like how there was more food to choose from. I don't like the cafeteria now.

The cafeteria doesn't have enough vegetarian items to choose from, and there is only one day a week that meat isn't cooked in the french fries oil.

The cafeteria food is unpleasant.

If I could change any one thing, I would really improve the cafeteria.

[*Telephone followup:* The cafeteria should offer more healthy choices. The salad bar is okay, but there are not enough items and it's sometimes not fresh. The prices are okay. I'd like to see a Subway type of setup, where you could build your own sandwich and not have to just take the pre-made ones.]

Prices are too high in the cafeteria.

Cafeteria service is bad! Very bad!! Can you hire people that work, please. Waiting 15 minutes for a pizza that is cooked and sitting on the counter is unsatisfactory.



**1998 ACT Student Opinion Survey – Grants Pass Campus  
Verbatim Comments**

***Library/Learning Center***

Learning Center and all involved are a life saver. Would be in academic trouble without them. Two thumbs up!

The Learning Center is super!

Tutoring/Learning Center open later Friday and Saturday.

My experience with the library is GREAT! The Learning Center – I would have gotten more help if I had been an attractive female.

Need more book availability in the library.

***Parking***

I attended the Riverside Center for the Winter term this year only. I found the parking a lot better and more spacious on the campus of Grants Pass. So, I will take my classes here until I have enough to transfer to SOU.

Parking lot needs to be expanded.

Parking needs to be expanded.

We need more parking.

***Registration***

I feel everything is great at the Grants Pass campus except the attitudes from the ladies in registration. I really love this school otherwise.

The registration procedures need to be changed. In the winter months, students must stand in the rain and cold for hours.

Entrance procedures very tedious – too many hoops for people first enrolling. Orientation session not very useful.

Better registration setup.

**1998 ACT Student Opinion Survey – Grants Pass Campus  
Verbatim Comments**

***Registration (continued)***

The credit fees are too expensive. CA only charges \$13 per credit for two- and four-year colleges.

California University is \$13/credit. What's with \$44? I moved 300 miles to pay \$36/credit. I don't really want to move back, and my financial aid is really slow. It seems like I keep sending it in for nothing.

***Smoking***

The smoke outside buildings is very disgusting and a health hazard.

When I walk across campus, I see a lot of trees and grass. All I smell is cigarette smoke. People smoke in front of all classroom doors, which is very inconsiderate to others.

Smoking should be in specified areas only.

An enclosed smoking area needs to be set up so students who smoke are treated fairly.

**Verbatim Comments  
Riverside Center**

**1998 ACT Student Opinion Survey – Riverside Center  
Verbatim Comments**

**General**

It's all gravy.

Great school!

Overall the college is very good.

I feel very blessed to be able to attend college.

I feel I have learned a lot while attending RCC. It has been a very good experience.

This college is generally okay. I won't know anything until I can get on the road doing my career class.

I have heard some comments from a few students and a faculty person or two about a second-class rating of the Riverside Center. The acceptance of the "second" campus may come over time.

Overall I am satisfied with Riverside Center. The only issues I have are parking and lack of certain classes. I am going to attend GP next quarter, and these problems will probably no longer be issues of concern.

Other than that [parking, no cafeteria], I love this school.

I first want to say I enjoy the campus in Medford very much! With a school here, it has really been beneficial for me to continue in school. There are a few complaints that I would like to relate [detailed elsewhere] ... All in all, I'm impressed with this new campus. I have a degree from SOU and continuing my education at Rogue to enter the Nursing program. Good job!

The Riverside Center is one of the best community colleges around.

Things have been working out just fine for me here.

I have been very pleased with my experience at RCC, much more so than I had anticipated. Thanks.

Overall the academic is satisfied.

Lack of money for tutorials!

**1998 ACT Student Opinion Survey – Riverside Center  
Verbatim Comments**

***Child/Health Care***

I think we are in need of a health care clinic and childcare program. Both can be run by the students in those programs.

We would like to see childcare facilities and some sort of health plan/clinic available.

We really need a daycare center.

No daycare at the Riverside campus is a big downside.

We need a daycare center at the Medford campus.

I feel that the students at this facility could benefit greatly from the addition of ... child care and a health clinic.

***Classes/Programs***

I feel many of the classes are just as good as those I have attended [at SOU].

I think 2-hour blocks for each class is acceptable, or at least 1-1/2 hours at the least.

I would like to see classes that begin with a new book – continue with that book until the class is finished, or after another class and continue with that book. Especially computer classes like Excel, Access, operating systems, etc.

I believe with the number of students attending Rogue who plan on transferring to obtain their teaching degree, more classes should be offered for that discipline.

They need a wider variety of courses!

Need more versatile scheduling for science classes.

My husband is also attending at night. He was in a course that began March 30<sup>th</sup> and was canceled on April 28<sup>th</sup>. He left messages with the instructor, who didn't return them. Our time and money were wasted as we had to get a sitter. It was also too late for him to take another class. Very dissatisfied.

**1998 ACT Student Opinion Survey – Riverside Center  
Verbatim Comments**

***Facility***

Possibly somewhere to sit outside (to study or talk to people).

It would be nice to have a few benches so that some can sit outside. A few planter boxes to brighten up the place would also be nice.

Tables in the student lounges. Thank you.

We do need more study room. At Riverside Center, the study area is not big enough.

I think it would be very helpful to students to put in a crosswalk across Riverside Boulevard extending from 9<sup>th</sup> Street.

There are serious problems with trying to cross the streets to classes here, especially near D Building. My teacher, myself, and his child were almost run over in the crosswalk.

Bartlett and 8<sup>th</sup> near D Building – intersection needs a light – extremely dangerous.

Although I commend Mr. DeBoer for his part in this location selection – I strongly feel with the closure of the Phoenix campus – locating in South Medford (possibly the K-Mart building or the old Ernst location) would have been a better answer. Traffic, parking and access to food outlets would have been better.

How about a new site?! One which is strictly RCC.

***Faculty/Staff***

The staff and instructors have been helpful, friendly and informed. Coming back to school has been a wonderful experience.

Howard Fulmer was a great find! Thank you.

All of my instructors are great. I really feel that I'm learning what they teach me. Mrs. Bryan is a great teacher. I've really enjoyed her class.

I have only taken two classes per term for the past year, and I must comment on the math teachers. They have been extremely concerned with the students' succeeding. I find this remarkable. They have a real genuine concern.

**1998 ACT Student Opinion Survey – Riverside Center  
Verbatim Comments**

***Classes/Programs (continued)***

I would like to see more morning courses so that I would be able to attend more courses while working. One of the problems I have faced is that some of the classes I would like to take have prerequisites that are too late in the day for me to take, while the classes themselves are early enough for me to take.

More evening courses please!

Better class scheduling for evening.

The CS101 lecture is a waste of time.

Need to expand evening classes and computer labs. CS101 is not what I thought. It is long, boring and the same thing every week. That class is to teach students about computers by the book chapters, not what is said now.

Classes should be on a semester basis, not quarterly.

I think that RCC could do more to promote the educational and vocational training opportunities it offers to the minority population in the Rogue Valley.

***Computer Labs***

Need more computer lab time available.

More access to computers at all times of the day would be very helpful to us students with busy and schedule-packed days.

***Counseling***

I did not have good luck with the advisors – just returning back to college after 20 years – I felt quite rushed through that process. No personal concern or at least very little.

**1998 ACT Student Opinion Survey – Riverside Center**  
**Verbatim Comments**

***Faculty/Staff (continued)***

In general, the teachers are very helpful and take the time to teach individually, if necessary.

More or different science teachers (anatomy and physiology, biology, chemistry, etc.).

I feel that every instructor taught their subject area very well, but one instructor did not seem completely knowledgeable enough.

Some teachers have seemed to have had problems with me for some strange reason. But other than that, no other comments. [*Telephone followup:* There was a little argument between a teacher and a student – really silly. My math teacher is rude. He won't help when asked, just says it's in the book or see him later.]

The non-teaching staff at Riverside are wonderful, friendly and professional. The staff at Grants Pass are RUDE, and do not know what is going on; very unprofessional!

***Financial Aid***

Brenda in F.A. doing a great job!

Financial aid office (Brenda) at Riverside is great; however, the one in GP is not.

An employee in Grants Pass made a huge error concerning my financial aid, which caused my rent and utility bills to be several days late. That campus said they made the mistake, but I don't believe any recourse action was issued towards the employee. I did not appreciate the lack of concern and compassion from them towards me. I did not need to go through that kind of stress.

[*Telephone followup:* They kept trying to lay it back on me, saying my paperwork was not done, so my check wasn't included in the check run. I kept saying I had copies of my paperwork in my hand, but they wouldn't listen. They kept hassling me. They weren't helpful. No one cared. Finally they admitted it was their mistake. I had to drive all the way out to Grants Pass to pick up my check. I didn't expect this from my college experience.]



**1998 ACT Student Opinion Survey – Riverside Center**  
**Verbatim Comments**

***Food Service***

We would like a cafeteria or snack bar.

It would be nice to have a cafeteria.

Need a bigger cafeteria or something like the one at Grants Pass campus.

We need a cafeteria please.

It would be nice to have an outdoor sitting and eating area for students – perhaps a patch of grass, flowers or a tree somewhere.

***Library/Learning Center***

We need a bigger library.

I'm completely pleased with the Learning Center, and the tutors are always helpful!

I'm real happy with the tutoring centers.

I feel that the students at this facility could benefit greatly from the addition of ... a full service library.

***Parking***

The parking problem is getting a little bit better.

A parking solution would be very helpful.

I do hope they can fix the parking problems.

Something needs to be done about the parking at the Riverside Center. It is absolutely awful.

Need a bigger parking lot close to school.

More available parking would be nice.

We need better parking facilities.

**1998 ACT Student Opinion Survey – Riverside Center  
Verbatim Comments**

***Parking (continued)***

Parking is very stressful.

Need better parking availability.

Parking is a serious problem – unfair to the nearby businesses.

Need more parking areas, creates chaos.

As you well know, parking is still a great concern of the students at the Riverside campus.

The parking needs to be resolved.

Parking, parking, parking!!!

Parking gets thumb down.

Better parking!

Put a better parking area.

Need to allow students with stickers to park free around campus.

Parking at Riverside Center is terrible.

We need better parking facilities.

I feel that the students at this facility could benefit greatly from the addition of ... a parking facility.

The parking is a major problem.

Need parking – parking – parking.

More parking please!

Parking facilities at the Riverside campus is a big downside.

Overall I think the school is great; however, I think the parking is awful, having a three-hour class guarantees me a ticket or a long walk to avoid the ticket.

**1998 ACT Student Opinion Survey – Riverside Center  
Verbatim Comments**

***Parking (continued)***

The parking really needs help. A lot of people without a parking sticker are still parking in RCC lots. What about us who happen to follow the rules? We get tickets for being 2 minutes late and parking on the street. Please look into this issue.

***Registration***

Why are we not notified when it is time to register?

The registration, having to have a counselor's signature is very inconvenient.

I would like to see the registration process work a little smoother. More open times for people who work from 9 to 10 hours a day – like me – and the times/days for registration announced during class before registration begins.

***Smoking***

I am a non-smoker, and it is bothersome when walking into each building to have to pass through a cloud of smoke. The smokers are also oblivious to the trash of butts that they leave on the ground. Gross!

## **Sample Summaries**

1998 ACT Student Opinion Survey

**SAMPLE SUMMARY**  
(Completes, far-right column)

GP	I3	11:00-12:20	Day	PSY202	Gen Psych II	Treen	N	5/6	9
GP	G3	8:00- 9:20	Day	SK31	Study Skills	R. Harms	N	5/12	9
GP	CH7	2:00- 3:20	Day	2.535	Med Term	Pettit	T	5/12	20
GP	M1	6:00- 8:50	Eve	BA226	Bus Law	Wade	T	5/12	15
GP	CH7	6:00- 7:50	Eve	CS101	Fund: PC	Luaders	M	5/12	19
GP	Rogue	6:00- 8:50	Eve	CHEM105	Intro Chem	Johnson	N	5/12	20
GP	CH9	8:00- 8:50	Day	MTH112	Elem Func	Holliday	M	5/13	14
GP	I3	8:00- 9:20	Day	CJ200	Police & Pub	Murphy	M	5/13	18
GP	S3	8:00-11:50	Day	3.205	Brakes Sys	Simper	T	5/13	13
GP	G2	9:30-10:50	Day	RD40	Speedreading	R. Harms	S	5/13	14
GP	I1	9:30-10:50	Day	WR20	Fund Comp	Shaw	S	5/13	10
GP	G1	9:30-10:50	Day	ENG105	Intro Lit/Drama	Krauss	T	5/13	21
GP	E6	11:00-12:20	Day	CHEM223	Gen Chem	Salinas	M	5/13	11
GP	CH4	11:00-12:50	Day	BA131	Bus Computing	Stevenson	N	5/13	12
GP	GI	8:00- 9:20	Day	2.213	Bus Eng I	Mueller	M	5/18	8
GP	T1	9:30-10:50	Day	HST106	World Civ	Mueller	M	5/18	3
GP	CH6	9:30-10:50	Day	WR123	Eng Comp III	Joki	N	5/20	16
GP	CH7	11:00- 12:20	Day	ART206	Hist. Western Art	Peterson	N	5/21	14
GP	JB	student workers					N	5/21	2
RVC	B14	1:00- 1:50	Day	BI233	Anat & Phys	Ford	C	5/6	22
RVC	D11	2:00- 2:50	Day	PSY201	Psych I	Coulter	C	5/6	18
RVC	B16	8:00- 9:20	Day	CS125GR	Comp Graphics	Fullmer	L	5/12	14
RVC	A11	9:30-10:50	Day	RD30	Effec Reading	Bryan	L	5/12	15
RVC	B14	11:00-12:20	Day	ENG109	World Lit	Underwood	C	5/12	19
RVC	B14	4:00- 4:50	Day	CS101	Fund I: PC	Brandenburg	C	5/13	22
RVC	B20	6:00- 7:20	Eve	SK8	Intro Math	C. Harms	L	5/13	5
RVC	B15	3:00- 4:20	Day	CS101	Fund PC Lab	Brown	L	5/19	9
RVC	B13	8:00- 9:50	Eve	MTH65	Algebra II	Gardner	C	5/19	27

**Total Completes:**  
**GP (62%):**  
**RVC (38%):**

**399**  
**248**  
**151**  
**30**

## **1998 ACT Student Opinion Survey**

### **SAMPLED CLASSES BY DEPARTMENT** **Grants Pass and Riverside Center**

Art	ART206	History of Western Art
Automotive Technology	3.205	Brakes Systems
Biology	BI233	Anatomy and Physiology III
Business	BA131	Intro to Business Computing
Business	BA226	Business Law I
Business	2.213	Business English I
Chemistry	CHEM223	General Chemistry III
Chemistry	CHEM105	Introductory Chemistry II
Computer Science	CS101	Fund I: Intro to the PC
Computer Science	CS101	Fund I: Intro to the PC
Computer Science	CS101	Fund I: Intro to the PC
Computer Science	CS125GR	Comp Graphics (Photoshop)
Criminal Justice	CJ200	Police and Public Policy
Developmental Studies (Math)	SK8	Introduction to Math
Developmental Studies (Reading)	RD40	Speedreading
Developmental Studies (Reading)	RD30	Effective Reading
Developmental Studies (Study)	SK31	Study Skills
Developmental Studies (Writing)	WR20	Fund of Composition I
History	HST106	World Civilizations
Literature	ENG105	Intro to Literature (Drama)
Literature	ENG109	World Literature III
Mathematics	MTH65	Fundamentals of Algebra II
Mathematics	MTH112	Elementary Functions
Office Technology	2.535	Medical Term: Introduction
Psychology	PSY201	General Psychology I
Psychology	PSY202	General Psychology II
Writing	WR123	English Composition III

**1998 ACT Student Opinion Survey**

**SAMPLED CLASSES BY DEPARTMENT**  
**Grants Pass**

Art	ART206	History of Western Art
Automotive Technology	3.205	Brakes Systems
Business	BA131	Intro to Business Computing
Business	BA226	Business Law I
Business	2.213	Business English I
Chemistry	CHEM223	General Chemistry III
Chemistry	CHEM105	Introductory Chemistry II
Computer Science	CS101	Fund I: Introduction to the PC
Criminal Justice	CJ200	Police and Public Policy
Developmental Studies (Writing)	WR20	Fund of Composition I
Developmental Studies (Reading)	RD40	Speedreading
Developmental Studies (Study)	SK31	Study Skills
History	HST106	World Civilizations
Literature	ENG105	Intro to Literature (Drama)
Mathematics	MTH112	Elementary Functions
Office Technology	2.535	Medical Term: Introduction
Psychology	PSY202	General Psychology II
Writing	WR123	English Composition III

**1998 ACT Student Opinion Survey**

***SAMPLED CLASSES BY DEPARTMENT  
Riverside Center***

Biology	BI233	Anatomy and Physiology III
Computer Science	CS101	Fund I: Introduction to the PC
Computer Science	CS101	Fund PC Lab
Computer Science	CS125GR	Comp Graphics (Photoshop)
Developmental Studies (Math)	SK8	Introduction to Math
Developmental Studies (Reading)	RD30	Effective Reading
Literature	ENG109	World Literature III
Mathematics	MTH65	Fundamentals of Algebra II
Psychology	PSY201	General Psychology I



## **Addendum Questionnaire**

**1998 ACT Student Opinion Survey  
Rogue Community College**

***Section V: Additional Questions***

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Please answer the following questions using Section V on the last page of the scantron sheet. Mark the letter bubble that corresponds to your answer (*mark only one bubble for each of the following three questions*).

1. *The general college environment is welcoming and comfortable to all students, regardless of race or national origin, gender, religion, physical ability, age, or sexual orientation.*

A. Strongly Agree      C. Neutral      D. Disagree  
B. Agree      E. Strongly Disagree

2. *Instructors strive to create a classroom environment that is comfortable and fair to all students, regardless of their race or national origin, gender, religion, physical ability, age, or sexual orientation.*

A. Strongly Agree      C. Neutral      D. Disagree  
B. Agree      E. Strongly Disagree

3. *Where do you primarily attend classes at Rogue?*

A. Grants Pass campus  
B. Riverside Center

*Do you have any additional comments?*

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*THANK YOU for your participation and your valuable opinions! If we may contact you later about your comments, please write your name and phone number below:*

Name: \_\_\_\_\_

Phone: \_\_\_\_\_



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